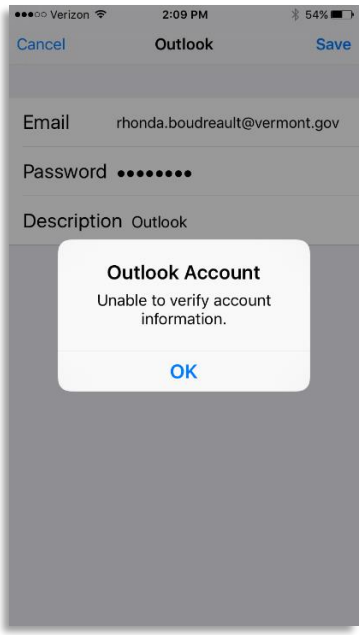
Remove App Passwords (iPhone)

Problem:

“Unable to verify account information” when trying to set up your Outlook account using the native iPhone app.



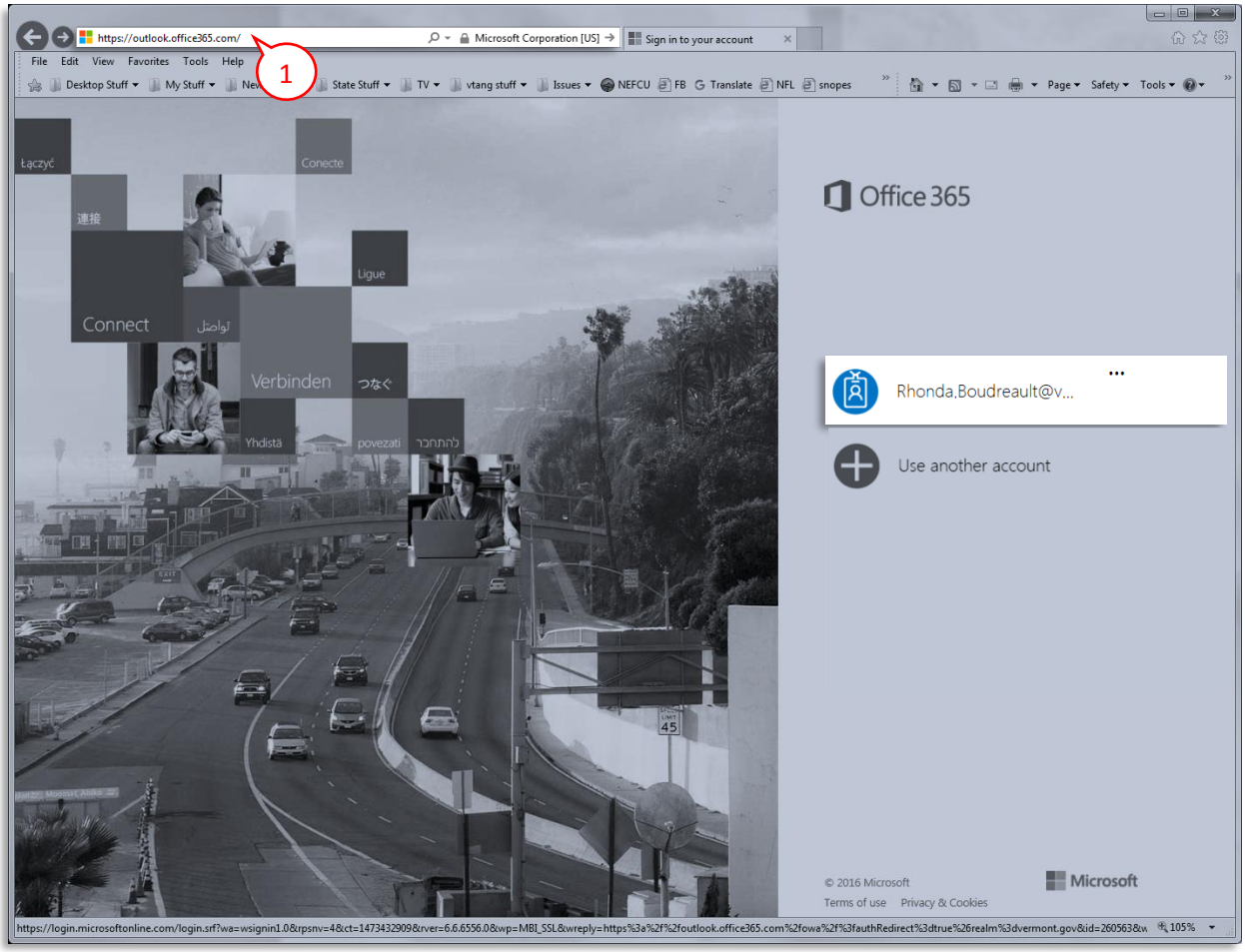
Resolution:

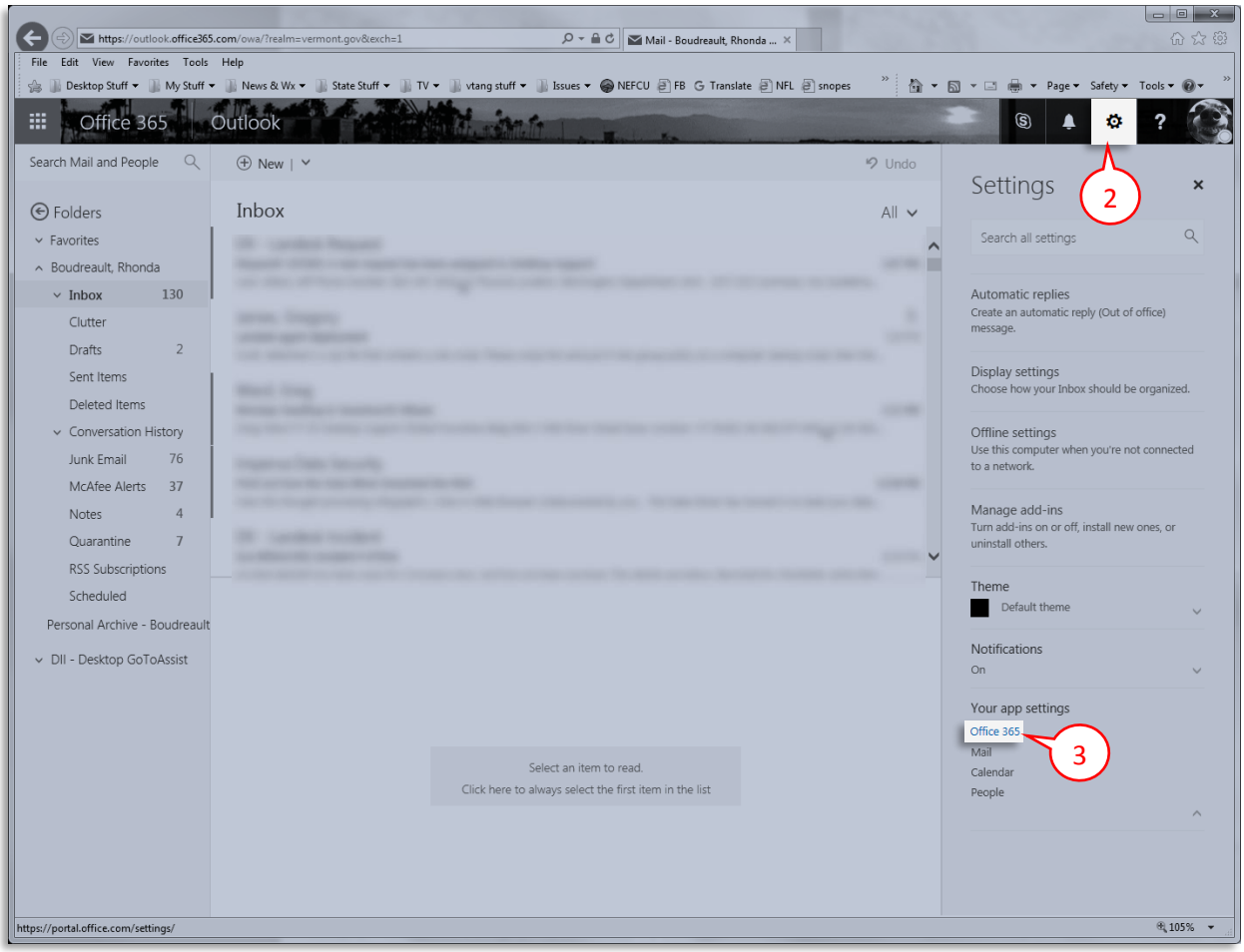
On your computer:

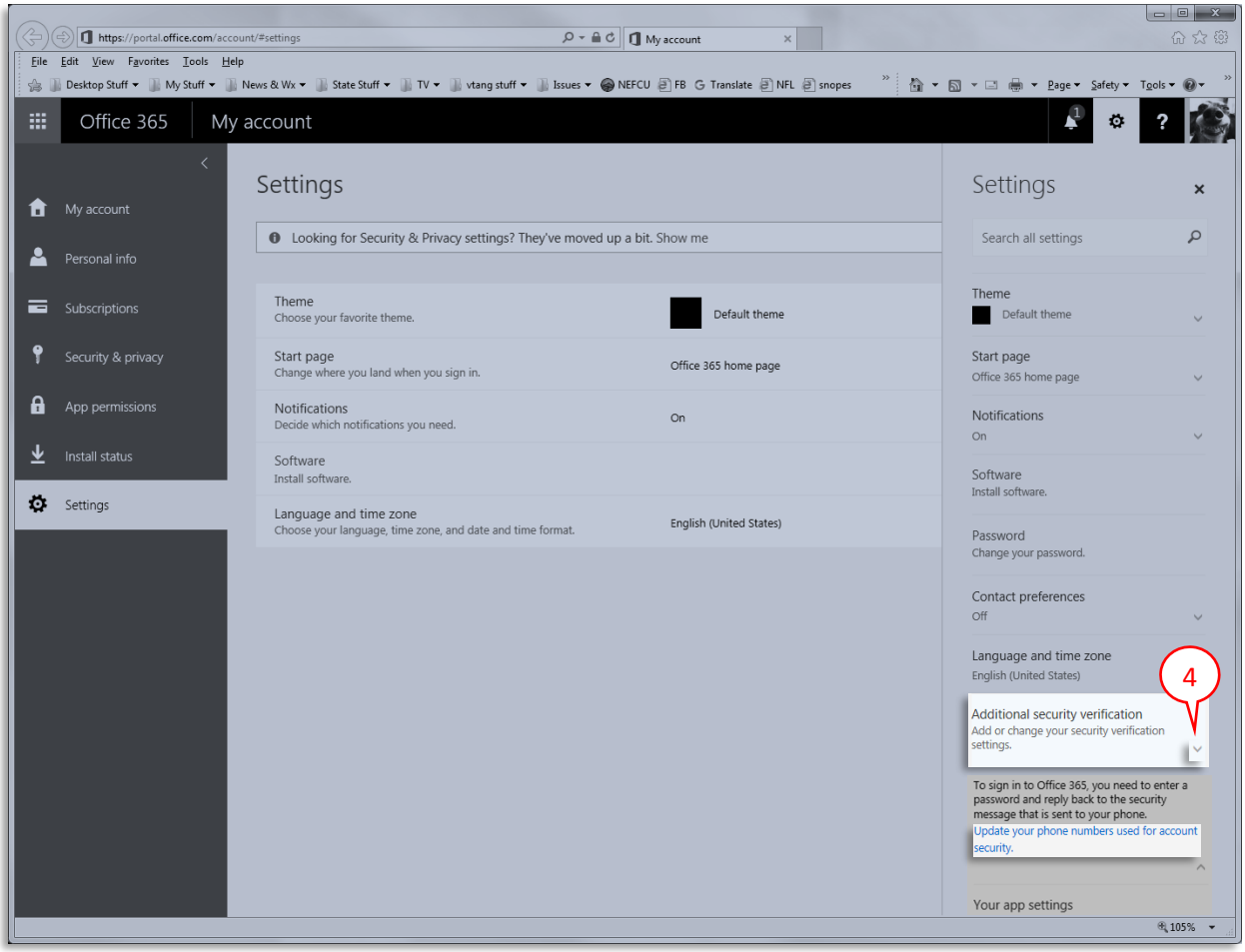
1. Log into your Office 365 account at https://outlook.office365.com/owa/
2. Click on the gear icon
3. Click the Office 365 link
4. Expand the “Additional security verification” section and click on the link for “Update your phone numbers used for account security”
5. If you have chosen “text” as the preferred method of verification, check your iPhone for the verification code and enter it into the box then click “Sign In”
6. Click the “app passwords” link, click “delete” to delete passwords (it is recommended that you delete all passwords saved here), “yes” to “Delete app password?”, “close” to “App password successfully deleted”
7. Click “Create” to create a new password. Enter a hint, Next.
8. Your new password has been created. Click “copy password to clipboard”. Note: Do not close out of this window until you have finished setting up your account as you will need to enter this password twice.

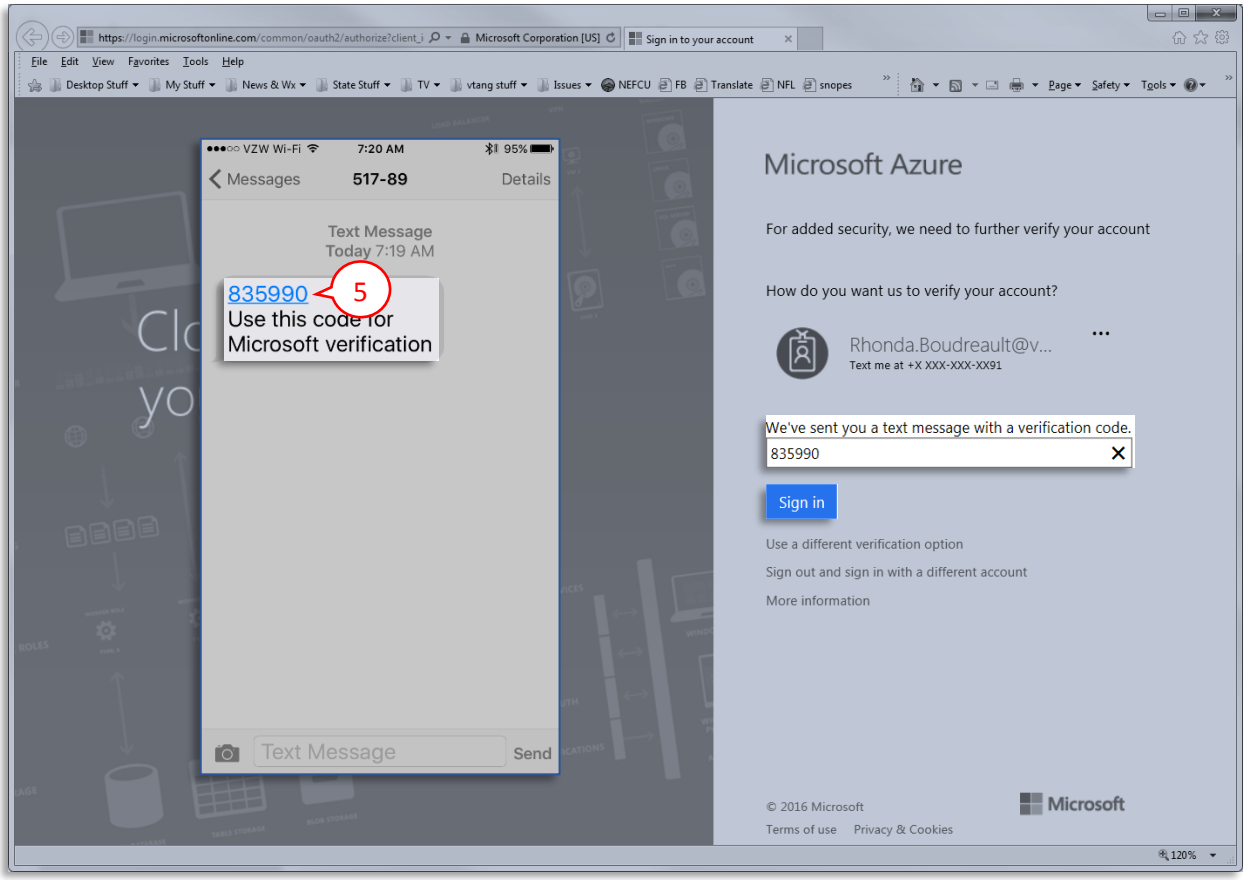
On your iPhone:

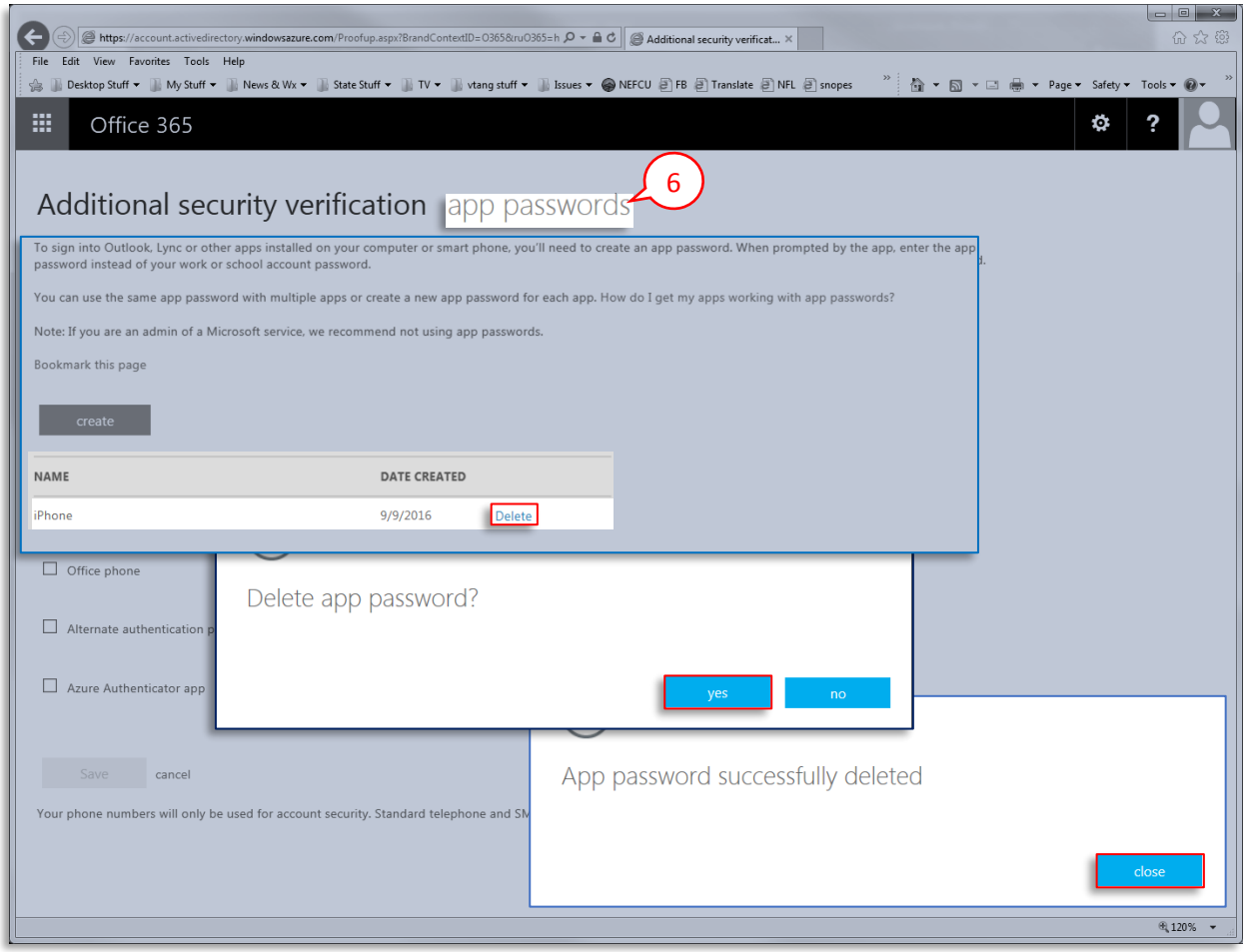
9. Settings > Mail, Contacts, Calendars > Add Account > Exchange
10. Enter your “email address” and the **new password** from step 8, Next
11. Server is **outlook.office365.com**, enter the **new password** again, Next
12. All blue check marks indicate the account has been setup successfully
13. Save

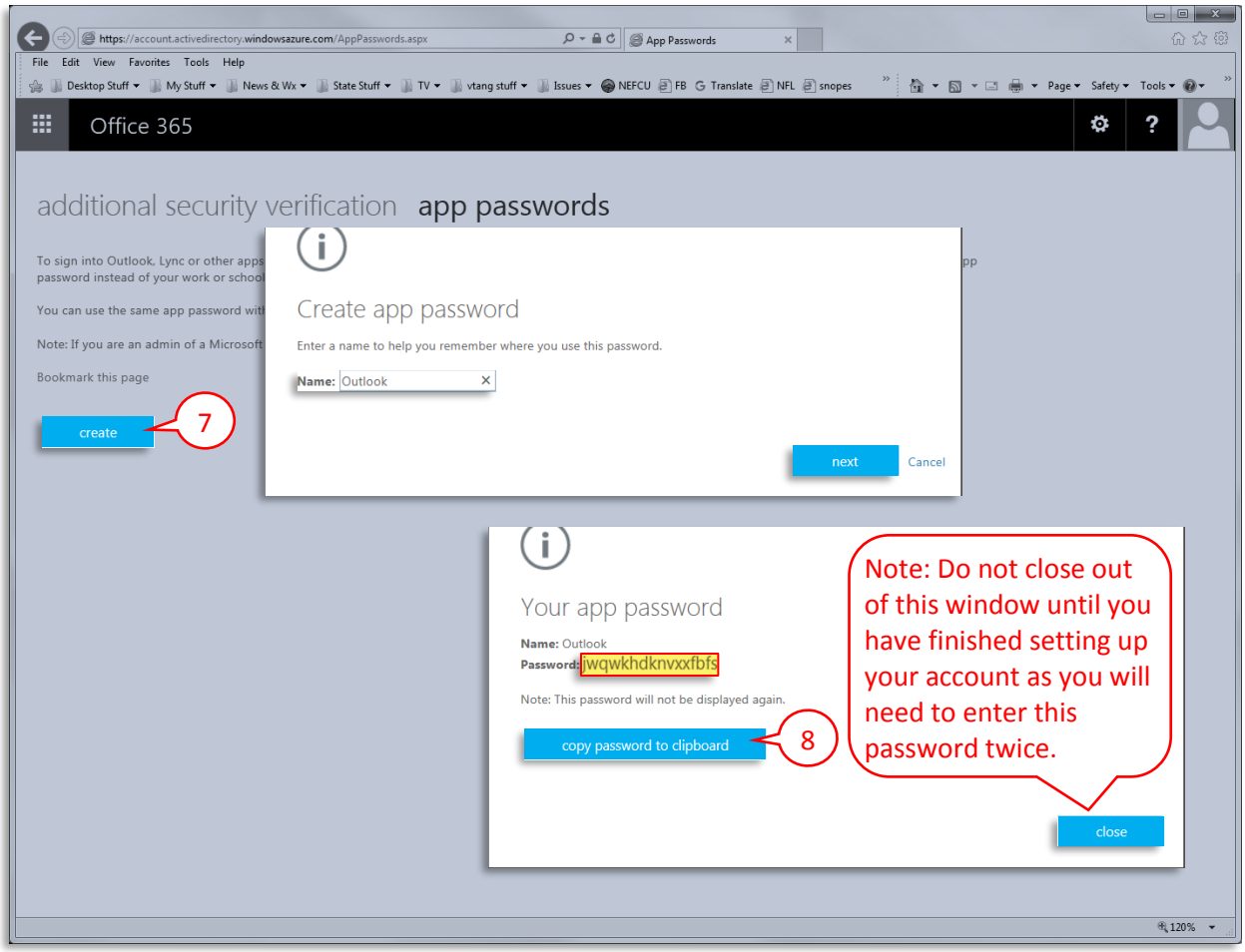

https://outlook.office365.com/
1
Office 365
Rhonda.Boudreault@v...
Use another account
© 2016 Microsoft
Terms of use
Privacy & Cookies
Microsoft

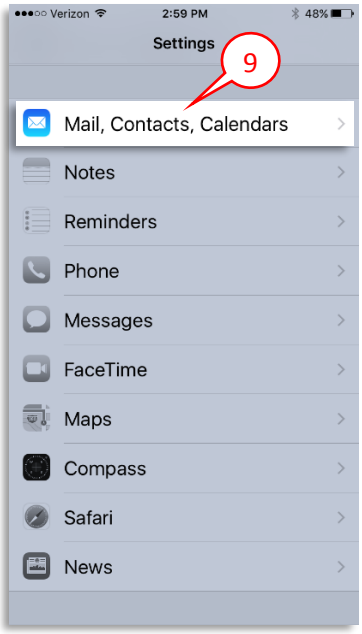

Office 365
Outlook
2
Settings
Search all settings
Automatic replies
Create an automatic reply (Out of office) message.
Display settings
Choose how your Inbox should be organized.
Offline settings
Use this computer when you're not connected to a network.
Manage add-ins
Turn add-ins on or off, install new ones, or uninstall others.
Theme
Default theme
Notifications
On
Your app settings
Office 365
Mail
Calendar
People
3
Inbox
Select an item to read.
Click here to always select the first item in the list

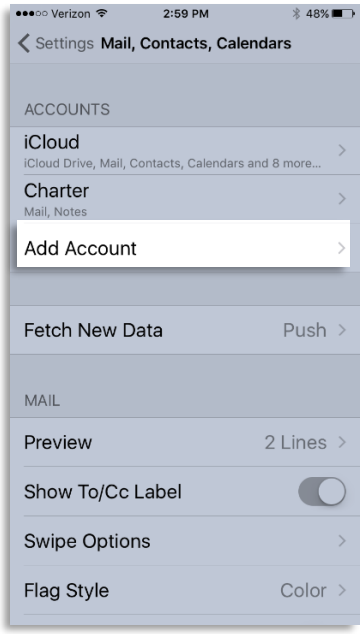

https://portal.office.com/account/#settings
My account
Office 365
My account
My account
Personal info
Subscriptions
Security & privacy
App permissions
Install status
Settings
Settings
Looking for Security & Privacy settings? They've moved up a bit. Show me
Theme
Choose your favorite theme.
Default theme
Start page
Change where you land when you sign in.
Office 365 home page
Notifications
Decide which notifications you need.
On
Software
Install software.
Language and time zone
Choose your language, time zone, and date and time format.
English (United States)
Settings
Search all settings
Theme
Default theme
Start page
Office 365 home page
Notifications
On
Software
Install software.
Password
Change your password.
Contact preferences
Off
Language and time zone
English (United States)
4
Additional security verification
Add or change your security verification settings.
To sign in to Office 365, you need to enter a password and reply back to the security message that is sent to your phone.
Update your phone numbers used for account security.
Your app settings
105%

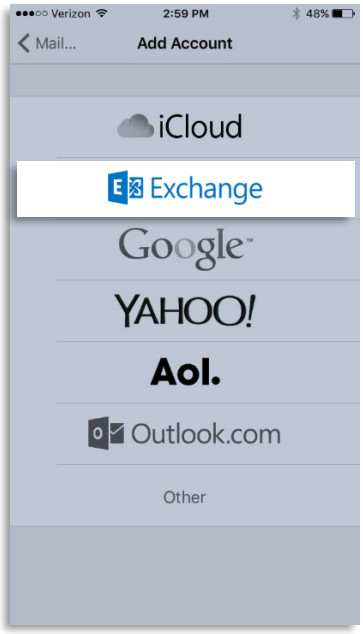

https://login.microsoftonline.com/common/oauth2/authorize?client_i
Microsoft Corporation [US]
Sign in to your account
VZW Wi-Fi
7:20 AM
95%
Messages
517-89
Details
Text Message
Today 7:19 AM
835990
5
Use this code for Microsoft verification
Text Message
Send
Microsoft Azure
For added security, we need to further verify your account
How do you want us to verify your account?
Rhonda.Boudreault@v...
Text me at +X XXX-XXX-XX91
We've sent you a text message with a verification code.
835990
Sign in
Use a different verification option
Sign out and sign in with a different account
More information
© 2016 Microsoft
Terms of use
Privacy & Cookies
Microsoft
120%

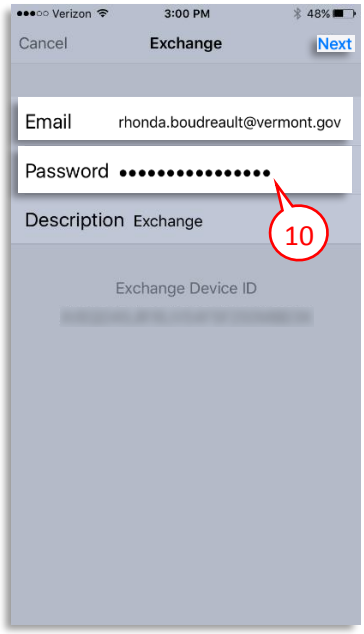

Office 365
Additional security verification
app passwords
6
To sign into Outlook, Lync or other apps installed on your computer or smart phone, you'll need to create an app password. When prompted by the app, enter the app password instead of your work or school account password.
You can use the same app password with multiple apps or create a new app password for each app. How do I get my apps working with app passwords?
Note: If you are an admin of a Microsoft service, we recommend not using app passwords.
Bookmark this page
create
NAME
DATE CREATED
iPhone
9/9/2016
Delete
Office phone
Alternate authentication
Azure Authenticator app
Save
cancel
Your phone numbers will only be used for account security. Standard telephone and SM
Delete app password?
yes
no
App password successfully deleted
close

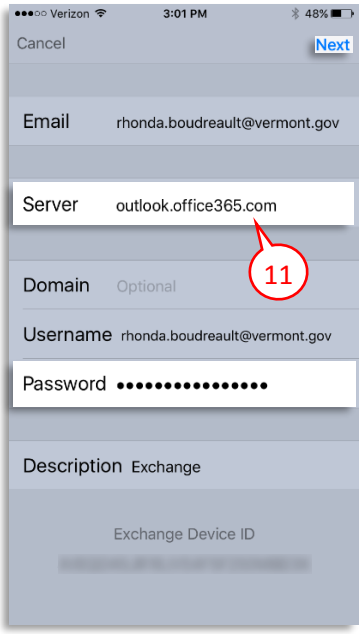

Office 365
additional security verification
app passwords
To sign into Outlook, Lync or other apps
password instead of your work or school
You can use the same app password with
Note: If you are an admin of a Microsoft
Bookmark this page
create
7
Create app password
Enter a name to help you remember where you use this password.
Name: Outlook
next
Cancel
Your app password
Name: Outlook
Password: jwqwkhdknvxxfbfs
Note: This password will not be displayed again.
copy password to clipboard
8
Note: Do not close out of this window until you have finished setting up your account as you will need to enter this password twice.
close

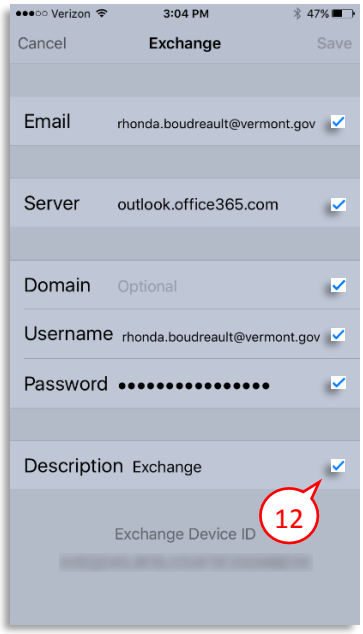

Verizon 2:59 PM 48%
Settings
9
Mail, Contacts, Calendars
Notes
Reminders
Phone
Messages
FaceTime
Maps
Compass
Safari
News

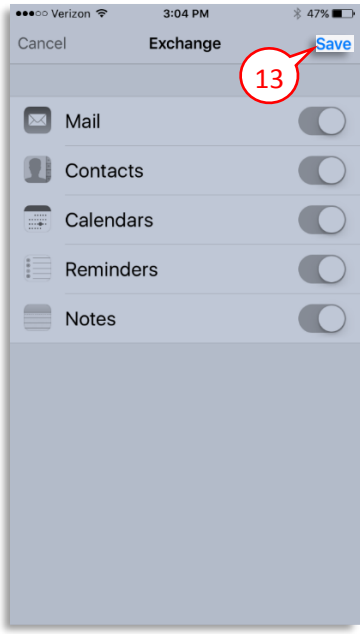

Verizon 2:59 PM 48%
Settings Mail, Contacts, Calendars
ACCOUNTS
iCloud
iCloud Drive, Mail, Contacts, Calendars and 8 more...
Charter
Mail, Notes
Add Account
Fetch New Data Push
MAIL
Preview 2 Lines
Show To/Cc Label
Swipe Options
Flag Style Color


Verizon 2:59 PM 48%
Mail...
Add Account
iCloud
Exchange
Google
YAHOO!
Aol.
Outlook.com
Other


Verizon 3:00 PM 48%
Cancel
Exchange
Next
Email rhonda.boudreault@vermont.gov
Password ••••••••••••••••
10
Description Exchange
Exchange Device ID


Verizon 3:01 PM 48%
Cancel
Next
Email rhonda.boudreault@vermont.gov
Server outlook.office365.com
11
Domain Optional
Username rhonda.boudreault@vermont.gov
Password ••••••••••••••••
Description Exchange
Exchange Device ID


Verizon 3:04 PM 47%
Cancel
Exchange
Save
Email rhonda.boudreault@vermont.gov
Server outlook.office365.com
Domain Optional
Username rhonda.boudreault@vermont.gov
Password ••••••••••••••••
Description Exchange
12
Exchange Device ID


Verizon 3:04 PM 47%
Cancel
Exchange
13
Save
Mail
Contacts
Calendars
Reminders
Notes